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# Welcome to the autumn edition



**Allyson Warrington, CEO**

**We hope 2026 has begun well for you and that you have been able to enjoy time with friends, family and your community over the warmer months.**

As we move into autumn and the temperature starts to drop, it is a good moment to think about staying safe and comfortable at home.

This edition includes practical information on fire safety. Many house fires occur during colder weather, and simple steps can reduce risk. If you would like help installing or checking battery-operated smoke alarms, our home maintenance program can assist. Please contact us if you would like to book this service.

National reforms continue to shape the future of aged care, and I'd like to highlight some key developments. In late 2025, the Australian Senate commenced two separate inquiries into the new Aged Care Act. Both inquiries focus on the transition of the Commonwealth Home Support Program to the Support at Home system and on how new co-payment arrangements may affect older Australians. These inquiries are due to report by 15 April.

The first inquiry is reviewing the shift away from block funding and the possible effects on regions with thin markets, as well as the introduction of the \$15,000 lifetime cap on home modifications.

The second is examining how changes to co-payments may influence access to services, including the cost impact for people who rely on regular support.

These are significant reforms, and many organisations and individuals have contributed evidence.

Community Based Support participates in these processes through Ageing Australia, our national peak body. Our most recent submission addressed transition timeframes, provider readiness, access considerations, service caps, end of life pathways, thin markets, sustainability, the role of volunteers and the requirements of new data systems. We continue to engage with government to ensure the needs of clients and carers are understood.

This edition also launches our Client Satisfaction Survey. Your feedback is important to us and helps guide how we plan and improve services. You can complete the survey online or by returning the printed form in the reply envelope. We encourage you to take part if you can.

As part of our annual budget process, we are reviewing our fee structure. This ensures we can meet the cost of delivering high quality services while keeping them as accessible as possible. If any changes affect you, we will contact you directly. Please speak with your coordinator if you have any questions or concerns.

Thank you for your continued trust in CBS. We wish you a safe and comfortable autumn season.

## Reviewing your supports

We are strengthening the way our coordinators and support staff work together to ensure you receive consistent, high-quality support.

To make your care plan as accurate as possible, coordinators will now try to schedule your reviews at times when your support workers are already with you at home. These visits will not be frequent. They will only happen when a review is due or when we need updated information.

These visits help us to:

- Ensure your care plan reflects your current needs, preferences and goals.
- Keep information clear and up to date.
- Improve communication within our team.
- Provide consistent support, including when new or relieving staff are involved.
- Clear and accurate care plans help everyone understand how you would like your support delivered.

If you have any questions about this approach, please speak with your coordinator. Our focus remains on making sure your support reflects your choices and what matters most to you.



## Staying up to date with your vaccinations

As we move through the cooler months in Tasmania, it's a good time to check whether your vaccinations are up to date. Winter can bring an increase in respiratory illnesses, and staying protected may help reduce your risk of serious illness or a hospital stay.

You may wish to speak with your GP or local pharmacist about:

- The annual flu vaccine
- COVID-19 boosters
- Pneumococcal vaccination (which helps protect against pneumonia)
- RSV vaccine

In Tasmania, many vaccines are funded under the National Immunisation Program for people over 65 and for those living with certain health conditions. Your GP can let you know what you're eligible for and when you're due.

# Annual Client Satisfaction Survey

**At CBS, our top priority is to provide you with the highest quality support and services, and we greatly appreciate your feedback. Your valuable input helps us to recognise our strengths and identify areas for improvement.**

To ensure that we continue to meet your needs and expectations, we are conducting our annual satisfaction survey, which you will find included with this issue of Connect. This survey includes a pre-paid return envelope, making it easy for you to share your thoughts on the support you receive from us. The survey is easy to complete and shouldn't take more than a few minutes.

If you have any questions or concerns before completing the survey, please don't hesitate to contact us, we are always here to help and welcome any feedback you may have. Closing date for submissions is Thursday 30th April.

If you'd prefer to complete the survey online, you can do so via the following link or scan the QR code below.

**[www.cbsaus.org.au/annual-survey](http://www.cbsaus.org.au/annual-survey)**



## Being yourself in support work.

**For Andrea Horne, support work has always been about putting people first. Born and raised in Tasmania, Andrea's career has taken her through different roles and places, but caring for others has remained central to her work.**

She began in a Hobart boat yard office, followed by cleaning at the Hotel Grand Chancellor. Around 17 years ago, her path shifted when her sister, who required care, encouraged her to train as her carer. While Andrea chose to remain her sister rather than a paid carer, the experience sparked her interest in aged care more broadly. She went on to work at Rosary Gardens care home, marking the start of a long and meaningful career in the sector.

Later, Andrea and her husband moved to the mainland, both working in care roles. During this time, she completed extensive dementia training, which she describes as a career highlight. "You can do a lot for people living with dementia," she says. "It's rewarding being able to help in ways that really matter." Since returning to Tasmania and joining Community Based Support, Andrea has continued to build on this experience through ongoing dementia care training, keeping her confident in supporting clients with changing needs.

After her husband passed away a few years ago, Andrea returned to Tasmania to be closer to family. She first heard about Community Based Support through her brother-in-law, Brett, and soon joined the team as a support worker.

Today, Andrea works across domestic assistance, personal care and meal preparation. Personal care is her favourite, allowing for meaningful, everyday interactions. She speaks fondly of assisting a client in New Norfolk with creative projects like building a Victorian-era dolls house or baking sourdough together.



Andrea believes trust is built through empathy and authenticity. "I just talk to people and be my normal self," she says. Her advice to anyone considering aged care is simple: "Be kind, be yourself and be honest".

While the work can be challenging, Andrea finds balance by talking things through with her family. "I talk to my daughters, who both work in healthcare, so there's a bit of a crossover there with caring for people." This shared understanding helps her reflect, reset and continue the work she values so deeply.

For Andrea, the most rewarding moments often come from the small, ordinary parts of the day. Whether sharing a cup of tea, having a quiet chat, or working alongside someone on a project they enjoy, these moments help people feel comfortable and respected in their own homes. She values the trust clients place in her and supports them in ways that suit their routines, preferences and pace.

Andrea says working in people's homes is a privilege she doesn't take lightly. Each person brings a different story and set of needs, which keeps the work interesting and meaningful. "No two days are the same," she says, "and that's what I enjoy most." It's this variety, combined with genuine connection, that continues to motivate Andrea and reinforces why she chose a career in support work.



## CBS values awards

Congratulations to our latest CBS Values Award winners! These dedicated team members have been recognised for their commitment to our values, going above and beyond to support both clients and colleagues.



### Gina Jones

Gina was praised by Sandra, who described her as the best domestic assistance worker she has ever had. Sandra noted that Gina's work ethic and cleaning standards are exemplary and that her service exceeded expectations.



### Krystel Bannister

Krystel received heartfelt feedback from a client's son, who expressed deep gratitude for the care and support she provided to his mum. He described her as a valued member of Community Based Support. Keith also shared a compliment, saying Krystel did a really good job with his mum and that everything went very well. He was impressed with the quality of her care.



### Surendra Shrestha

Surendra was recognised by Carleen, Jim's wife, who called to share her appreciation. She described him as absolutely wonderful and asked that positive feedback be formally recorded. Carleen said he was fantastic and remarked that she had never had anyone as good as him.



### Phillip Oakford

Phillip consistently demonstrates accountability in his role. He is always willing to support the team, regardless of when a request is made. He responds promptly, communicates clearly, and regularly goes above and beyond to ensure others have what they need.

## Decades of dedication.

**After more than 30 years in support work, including 18 with Community Based Support (CBS), Gabby Burke has retired, leaving a career defined by care, patience and lasting relationships.**

For Gabby, the decision to work in the sector was simple. "I'm a people person," she says. "I've always enjoyed working with people." Her career began at Cosmos, now Mosaic, and from there she built a life supporting others to live with dignity, confidence and choice.

Some of Gabby's earliest experiences remain significant. She worked with people from the final group moved out of Willow Court, the former mental asylum in New Norfolk. Remarkably, many are still part of her life today. "I'm still working with the same people 30 years later," she says. This continuity reflects the trust and connection Gabby has built over decades.

When asked what clients taught her, Gabby does not hesitate. "To be patient." Patience has shaped both her professional life and personal approach to care, helping her support people through challenges, changes and everyday moments that matter.

For Gabby, there was never a single defining moment. Instead, it was the accumulation of everyday experiences. "Every moment," she says. "Seeing that I can make a difference and give people confidence." Helping someone feel capable, supported and valued was a constant motivation.

Along the way, Gabby developed skills she did not expect. From administering medication to applying leg braces and managing complex physical support needs, her role evolved alongside the people she supported. These practical skills were matched by emotional insight, adaptability and empathy; qualities hard to teach but essential in support work.



Gabby has also witnessed significant change across the sector and community. "Society has changed a lot too, for the better," she reflects. Increased awareness, improved language and stronger emphasis on rights and inclusion have shaped a more respectful, person-centred environment.

Her colleagues have long recognised Gabby's dedication. Regina Favaloro from HR says, "A valued and long-standing member of the CBS team, Gabby has been part of changes and improvements to the way CBS delivers care. Her commitment to giving clients a real quality of life at home is remarkable. She embodies the professionalism and quality needed to be a carer."

What kept her motivated through long days and challenges was simple: bringing people joy. "Seeing them happy," she says, was always enough. That focus on wellbeing, not just support tasks, has been a hallmark of her career.

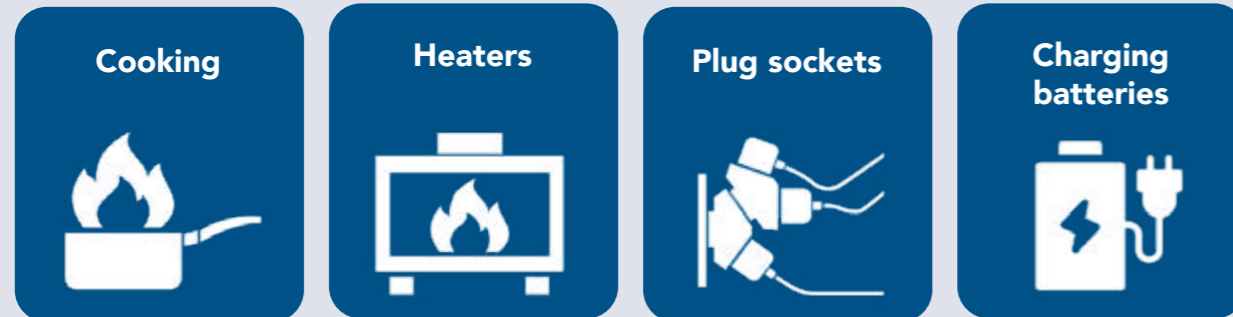
As Gabby steps into retirement, her caring role continues. She is now focusing on looking after her mum, who is unwell. While her professional chapter with CBS has closed, the values that guided her work remain part of who she is.

Gabby's legacy is not found in titles or years of service alone, but in the lives she has walked alongside, patiently, consistently and with genuine care. CBS extends heartfelt gratitude to Gabby and wishes her and her family well as she steps into retirement.

# Understanding your fire safety risks

Fires can start in the home in many ways, and knowing where they are most likely to occur can help you stay safe. Kitchens, heating areas, and places with electrical equipment are common spots, but any part of your home can be at risk. Being aware of these areas, alongside practical safety measures, can give you confidence and peace of mind, knowing you're taking steps to protect yourself and your loved ones.

## Where fires are most likely to start



Research into fire safety shows that as you get older, it can sometimes become harder to stay safe at home. There are a few reasons why your risk may increase, including:

**Installing and maintaining smoke alarms** – You may find it more difficult to fit or test your smoke alarms due to physical limitations, or the cost of replacement batteries and equipment may be a concern.

**Evacuating quickly in an emergency** – You might need extra time or support to leave your home safely if a fire occurs.

**Changes in memory or thinking** – If your cognitive abilities change, it can be harder to recognise the sound of an alarm or respond quickly and safely.

Simple measures such as checking smoke alarms regularly (CBS can assist with this), planning escape routes, and arranging support if needed can make a real difference in keeping you and your loved ones safe.



Understanding the risks and ways to stay safe can help you take practical steps to protect yourself and feel more confident in your home. Check out these handy top five tips below to ensure your home is the safest it can be should a fire break out.



## Subsidised smoke alarm support

In Tasmania there are practical programs to help make your home safer. For example, through the Tasmanian Specialised Smoke Alarm Program you may be able to access a subsidised smoke alarm with extra safety features, including flashing lights and a vibrating pad, designed to alert people who are deaf or hard of hearing.

With support from the Tasmanian Government, eligible residents pay a reduced amount towards the cost, and this contribution can be waived if you hold a Pension Concession Card. The scheme is delivered in partnership with the Tasmanian Fire Service and Expression Australia, making it easier for you to get an alarm that is suitable for your home and needs. Find out more at

[www.expression.com.au/services/smoke-alarm-subsidy](http://www.expression.com.au/services/smoke-alarm-subsidy)

The Tasmanian Fire Service has put together a comprehensive home fire safety guide and website full of information, handy tips and guides on making sure your home is the safest it can be from fire. Visit [www.homefiresafety.tas.gov.au](http://www.homefiresafety.tas.gov.au) to find out more.



# Social hubs Program

## Featured outings/activities coming up

- Generations Connect Fun Day
- World Health Expo
- Biggest Morning Tea



**Check out  
the latest  
program on  
our website**



## Hub locations

**New Town  
Kingston**

# Ageing Backwards Movement Program

The Ageing Backwards Movement Program offers gentle, effective exercise to improve mobility, balance, and well-being. Designed for accessibility, it helps participants build strength, flexibility, and reduce discomfort.

Led by experienced instructors who adapt exercises to individual needs, it's ideal for those looking to regain confidence, reduce stiffness, or stay active. More than just fitness, it's a chance to connect with others in a supportive, friendly environment.

### Class location and times:

Tuesday 11am | **Montrose Yacht Club**  
Thursday 1pm | **New Norfolk RSL**  
Friday 11am | **Montrose Yacht Club**

Call us on **1300 227 827** to find out more.



# Customer service charter

**This charter outlines Community Based Support's service commitment to you. It explains what you can expect when you engage and communicate with us. The charter also suggests how you can help us to provide a quality service.**

## What you can expect from us:

- Our phones will be open from 8:30am – 5pm Monday to Friday.
- We will answer and return calls promptly.
- Our customer service counter will always be attended.
- We will respond to your correspondence promptly.
- We will keep you informed of the progress of your enquiry.
- We will respect your privacy and confidentiality.
- We will communicate clearly and in plain language.
- Our staff are given regular training to ensure they deliver the service you need.
- Our office provides access for people using wheelchairs or with limited mobility.
- Our website provides access for people living with disability or experiencing changing needs due to ageing.
- We accept National Relay Service calls for those who are deaf, hard of hearing or have a speech impairment.
- We accept calls through the Translating and Interpretation Service.

## How you can help us:

- You can give us all the information we need to help you.
- Ask us to explain anything you are not sure about.
- Keep us updated around any changing care needs or changes of circumstance you may have.
- Provide us with feedback to tell us how you think we can improve our services.
- Participate in our surveys.
- Let us know when we are getting it right.

# Feedback

At Community Based Support we are committed to providing the very best service to everyone. In order for us to achieve our goal of delivering great service to you, we need you to let us know how we are getting it right as well as when we get it wrong. You can provide us with feedback through any of the methods below.

☎ Phone: 1300 227 827 or 6208 6600

✉ Email: [feedback@cbsaust.org.au](mailto:feedback@cbsaust.org.au)

✍ Write:

**Community Based Support**  
PO Box 823 Moonah TAS 7009

🌐 Visit: [www.cbsaust.org.au](http://www.cbsaust.org.au)

## Other useful contacts

### **Aged Care Quality and Safety Commission**

P: 1800 951 822

[www.agedcarequality.gov.au/making-complaint/lodge-complaint](http://www.agedcarequality.gov.au/making-complaint/lodge-complaint)

### **NDIS Commission**

P: 1800 035 544

[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)

### **Speak Out Association Tasmania**

Disability Advocacy

P: 03 6108 2188

[www.speakoutadvocacy.org](http://www.speakoutadvocacy.org)

### **Advocacy Tasmania**

P: 1800 005 131

[www.advocacytasmania.org.au](http://www.advocacytasmania.org.au)

